State of Indiana

The Connection

Connecting Hoosier First Responders and Public Safety Professionals!

August 2012

Issue 2

Training At a Glance

Certified Courses

- PST1– Oct 15-19
- CTO - Dec 11-14
- Amateur Radio General Class

Sept 17,18,19 & 21
Exam will be held on September 22nd

In-service Training

- Liability Issues for TCO - Aug 29
- Evaluation Skills for Supervisors - Sept 26

For more information check out our website

http://www.in.gov/ipsc

Training Events Remaining for 2012

NEW! NIMS and How It Affects the Dispatcher

The class is designed as an overview for dispatchers of the NIMS Management System and the 800 MHz for Interoperability over large scale incidents.

NIMS and How It Affects the Dispatcher is being held at various locations:

ISP Toll Road October 9th To Register email vinowaczewski@ipsc.in.gov

NEW! AUXCOMM—Auxiliary Communications Workshop

This is a 2-day workshop for amateur radio operators who respond during emergency events.

When: August 25 & 26, 2012

Where: Dearborn County Law Enforcement Center, 401 West High St., Lawrenceburg, Indiana/Dearborn County 47025

Volunteer emergency communications operators/groups have been providing back-up public safety communications for nearly 100 years. This course focuses on educating attendees about auxiliary communications interoperability, emergency operation center etiquette, on-the-air etiquette, FCC rules and regulations, auxiliary communications training and planning, certification and accreditation and emergency communications deployment. It is intended to supplement and standardize an operator's basic knowledge of emergency amateur radio communications in a public safety context. An application form can be found online at www.in.gov/ipsc. Click on the training link.

The newsletter (The Connection) will now combined training,, CAD and radio system related articles. We will also include at least one article for continuous dispatch education. We would like your feedback and request for articles, email: kdignin@ipsc.in.gov or vinowaczewski@ipsc.in.gov

POCKETCOP

ISP and IPSC are working with InterAct on testing PocketCop on the Android Tablets.

Captain Erv Faulk is coordinating with a handful of Troopers using them at the State Fair. Good reviews so far…. more to come.

Joining the Statewide CAD System

Dubois County and Jasper PD are preparing to join the CAD system. CAD/ Mobile is scheduled for "Go Live" on August 28, 2012.

Janice Love (Dubois Co. 911 Director) said "We are getting ready to implement CAD/Mobile. Our Network Cable is in place as well as our Site to Site VPN. Our staff is being trained and preparing to build our initial data"

Dubois County and Jasper PD went live with RMS a few weeks ago. We are looking forward to their Feedback. LaPorte County has been live on Mobile for four (4) months. The CAD/RMS is in the testing phase. If all goes well they are set to "Go Live" in September. They are hosting all the application on their local servers but will still be sharing data with all of our the partner agencies.

Whitestown PD is live on RMS. We are looking forward to their feedback.

Pulaski County, Knox County, Montgomery/Crawfordsville and Shelby County are in the planning process. They are all working on getting their network connectivity established.

The CAD/RMS/Mobile/AVL are fully implemented for the Indiana State Police.

IPSC is excited to have these public safety agencies join the system! WELCOME

Thank you Angie Brown Starkey for the Tips & Tricks. GREAT JOB!

Tips & Tricks

by Angela L (Brown) Starkey, Dispatch Supervisor , ISPRDC6

Create Call Card using GIS

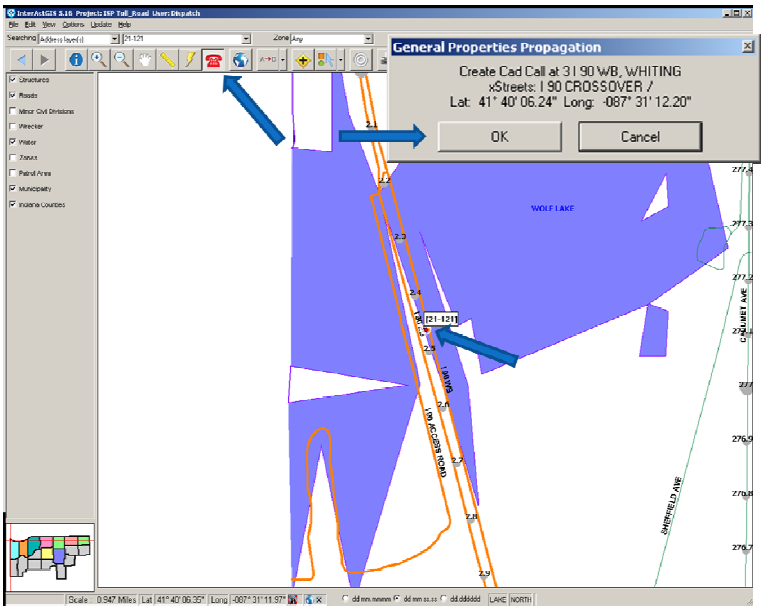
Create Call Card using Red Phone Feature:

- Locate Unit
- Click on Red Phone
- Double left click on unit's Red Dot

OR

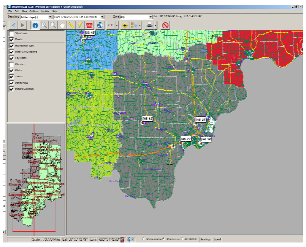
- Double left click anywhere on screen (Unit or Structure not required)
- General Properties Propagation window appears
- Click OK

NOTE: This feature will only work if the Interact Database and the GIS Database have identical Road Names



CAD AVL Assist Dispatcher in Finding an Injured Trooper

A Fort Wayne trooper stopped a truck pulling a camper for a moving violation. The Trooper was sitting in his car completing the paperwork when he was struck from behind by another motorist. His car was pushed into the camper and his airbags deployed. He activated his the emergency button. The Regional 2 dispatchers called him on the radio but due to the heavy impact and the dust and debris he was unable to catch his breath to respond. The dispatcher was able to pinpoint his location using AVL and send him assistance without delay. He sustained minor injures and was treated and released.



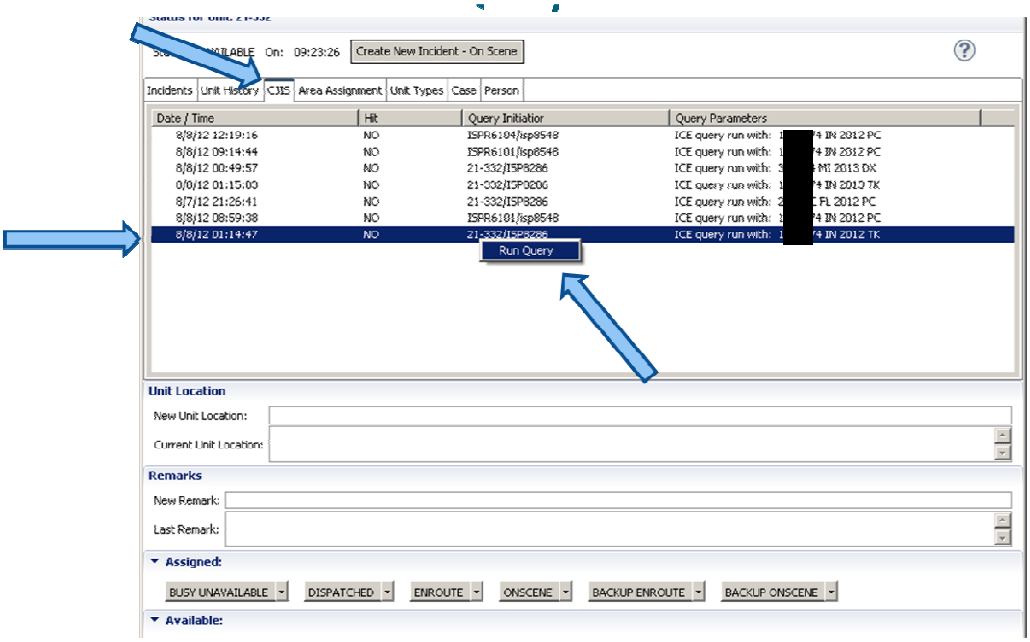
Brad Dean, Regional II Manager said "This is an example of why AVL is so important. In the past when troopers were involved in incidents like this the dispatcher had to review the logs, previous activity and contact other units to help pinpoint a location. The AVL saved us valuable time". Captain Erv Faulk said, "ISP has been using Mobile/AVL/CAD for more than a year now. InterAct has been able to make several adjustment, and further developments since our initial implementation. It has become a valuable tool for the road trooper. Without the mobile suite the troopers job is much more difficult and without the data sharing puts them at higher risk".

"...Without the mobile suite the troopers job is much more difficult and without the data sharing puts them at higher risk".

Tips & Tricks

by Angela L (Brown) Starkey, Dispatch Supervisor , ISPRDC6

Locate Query Information previously run by Field Unit

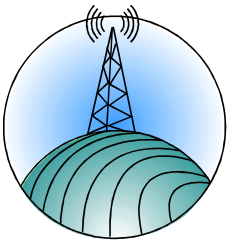


- Open Unit Status window of trooper
- Click on CJIS tab
- Right click on line item
- Click "Run Query"

Do You Have a Site Trunking Plan?

IPSC does not have control over the T-1 lines. T-1 lines are controlled by the telephone company

A user of the IPSC Statewide 800 MHz system has experienced a condition call SITE TRUNKING. SITE TRUNKING is a misunderstood term that many users think that the radio system is down. The radio is not down, it is still working but it has limited functions. This can cause a lot frustration on the user out in the field as well as the dispatcher. All users need to fully understand what SITE TRUNKING is and recognize when their radio goes into that mode. Let's discuss the term SITE TRUNKING and its conditions so that some of the frustration can be alleviated.



Each radio that is turned on will affiliate with one site (tower) at a time. Each radio will affiliate with one talkgroup and Zone Controller. All radios operating on the 800 MHz system, whether Motorola or EF Johnson, are designed to seek out sites (towers) that are in Wide Area over sites (towers) that are in SITE TRUNKING. A site is connected by a T-1 line, phone line or by microwave and under normal circumstances operates as a Wide Area network. Wide Area allows users to communicate with users that are both affiliated with the same sites as the user and those that are that are affiliated with other sites. Users can communication across cities, counties and even across the State.

What is SITE TRUNKING?

So what happens when a site (tower) goes into SITE TRUNKING? Connectivity to the T-1 line, phone line or microwave is severed. A site will continue to trunk on channels at that site and users that are affiliated with that site will continue to communicate with other users affiliated with the same site. Users will not be able to communicate with other users who are affiliated with a different site and vice versa. Field units may received a visual indication on the radio screen (if equipped) and/or may hear a periodic audible indicator (if programmed) to indicate you are in SITE TRUNKING. Dispatchers that are working on wire line console (hooked directly into the system via T-1 telephone line connections to a Zone Controller will not have a indication from their console that one or more sites in their area are in SITE TRUNKING. It is recommended that Wire Line console user have at least one radio in their dispatch center to monitor local site conditions. If the dispatcher is utilizing an RF console (one or more radios that talk directly on one or more sites on one or more talkgroups) may have an indication that the site that their radio is affiliated with is in SITE TRUNKING, provided the radio(s) are within viewing distance to see SITE TRUNKING displayed on the front of the radio and or the radio(s) are within hearing distance and the SITE TRUNKING alert tones are turned on.

SITE TRUNKING MYTHS

Here are some myths related to SITE TRUNKING. It is believed that the site is completely down when in SITE TRUNKING. This does not mean the tower is completely down. The tower is still operational but it does not allow a user who is affiliated with that site to talk to other users affiliated with different sites.

Another myth is that it is necessary to report the site to the NOC. It is not necessary to report the SITE TRUNKING issue to the Network Operations Center (NOC). The NOC and Motorola are notified immediately and simultaneously when a site goes into SITE TRUNKING. The only exception to notifying the NOC of a SITE TRUNKING issue is if the site continuously goes in and out of SITE TRUNKING. Then report the issue. One other myth is IPSC controls all the T-1 lines that connect the towers. IPSC does not have control over the T-1 lines.

The T-1 lines are controlled by the telephone company.

SITE TRUNKING the Dispatcher and Field Units

Agencies utilizing the IPSC are connected either by a Wire Line Console or by a RF (Radio Frequency) Console. The Wire Line Console does not indicate if one or more sites in your area are in SITE TRUNKING. If you are using an RF Console you may have an indication that a site affiliated with is in SITE TRUNKING providing you are within viewing distance of the radio(s) and can see the display on the front or if you hear an audible alarm and the radio(s) is in within hearing distance. Field units whose radios are affiliated with a site that goes into SITE TRUNKING may receive a visual notification (if equipped), or may hear an audible alarm (if turned on in the radio).

Your SITE TRUNKING Plan

If you are utilizing a Wire Line Console, have at least one (1) portable or mobile radio as a back up to your console. This will give you an indication of the site in your immediate area goes into SITE TRUNKING. Keep in mind that even with a standalone radio, the site may be some distance away from your location and you will not receive a notification on that site. If you are utilizing the RF Console, have at least two (2) radios on separate external antennas pointed towards different sites. Create a temporary patch between the Wide Area and SITE TRUNKING sides of the conversation. Additional resources may allow you to SimulSelect both radios to dispatch to both Wide Area and SITE TRUNKING sides of the conversation. Develop policies and procedures within your agency to move users to a designated talkgroup(s) for the duration of the SITE TRUNKING event. You may want to consider having your radios programmed with a SITE LOCK button. When this is activated, the radio will remain affiliated with the site even if that site is in SITE TRUNKING. However, if you choose to use this program feature, user must beaware not to lock their radio under normal operations or their radio will remain on a single site and not roam from site to site as normal.

It is imperative that all users understand and recognize SITE TRUNKING. IPSC can help determine the site which provides the best overall coverage within a designated agency's service area. An IPSC staff member can be available to assist you and your staff to understand SITE TRUNKING and help develop a plan that will best suit your agency. IPSC also has the ability to remotely place a site into SITE TRUNKING for testing and exercises. For you training needs contact Vivian Nowaczewski at vinowaczewski@ipsc.in.gov (317)-899-8534 or (317) 447-7686. For assistance with a site in SITE TRUNKING contact the IPSC Network Operations Center (NOC) at nocipsc@ipsc.in.gov (317)234-1540.

NEW! NIMS and How it Affects the Dispatcher

The class is an overview of NIMS Management System and how an incident can affect the dispatcher. This class is opened to all area agencies in your district. The purpose of the class is to promote Interoperability and how all can agencies involved can communicate in the event of a large scale incident. The minimum number of persons attending is 10 and the maximum number is 20. The class is 4.5 hours which includes and overview of the 800 MHz system. It is a good refresher for those that have not recently taken an APCO PST1 course. Any dispatchers that have taken an APCO PST1 Course at IPSC within the last couple of years had this training.

Interested in Hosting a NIMS and How it Affects the Dispatcher class Contact Vivian Nowaczewski at vinowaczewski@ipsc.in.gov

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IPSC's mission is to facilitate statewide public safety communications. IPSC provides an interoperable and reliable public safety communications system to all Hoosier first responders and public safety professionals for use during routine, emergency and task force situations. Our goal is to strengthen community safety and security by minimizing the financial and technological barriers to interoperable communications through inter-agency cooperation.

Additional information about InterAct is available online at:

Facebook:
http://www.facebook.com/InterAct911

Twitter:
https://twitter.com/#!/interact911

LinkedIn:
http://www.linkedin.com/company/interact-public-safety

Blog
http://blog.interact911.com/

YouTube Video
http://youtu.be/BIOm01NImFA

A Word From Our CAD Vendor

PocketCop from InterAct gives law enforcement secure access for NCIC, motor vehicles and other database queries on with alarm capabilities and wireless messaging on inexpensive BlackBerry and Windows Mobile smartphones.

PocketCop is a complete mobile data solution for: Car patrol officers, Motorcycle officers, Foot patrols, Investigators and detectives, Agents, Drug and gang task forces, Traffic enforcement, Campus police and Other Specialty units They can all quickly and easily get the time-critical information they need, without dispatcher involvement and waiting for a verbal response-making everyone more efficient and effective, while reducing support costs and radio traffic. And because communications between users can't be overheard or monitored by scanners like normal radio traffic, PocketCop is ideal for undercover use or other situations where the officer doesn't want to draw attention.

InterAct™

Amateur Radio Testing and Class

IPSC is excited to announce that Amateur Radio Testing and classes are now being held at the IPSC Training Center.

Amateur Radio Exams are for all persons wishing to obtain an Amateur Radio License. Technician Exams are $15.00 cash or check.

Upgrading your current license is $15.00 cash or check. Photo ID is required for testing and if upgrading, current license is required along with photo I.D.

Contact Rhonda Curtis, WS9h, via email: ws9h@arrl.net or (317) 363-7457. For Amateur Radio Generals class contact Charlie Crist at indy-trax@hotmail.com

Dates and times are posted on the IPSC website at:

www.in.gov/ipsc Click on Training!